

**STATE ENHANCED 9-1-1  
ADVISORY COMMITTEE  
MEETING MINUTES  
*APRIL 15, 2004***

**Members Present:**

Chair, Chris Fischer, *Association of Public-Safety Communications Officials (APCO)*  
Mike Akin, *Association of Washington Cities - West*  
Dan Aycock, *Member at Large*  
Rebecca Beaton, *Washington Utilities Transportation Commission (WUTC)*  
Dave Cowardin, *Washington State Association of Fire Chiefs*  
Jack Cvitanovic, *Department of Health (DOH)*  
Marlys Davis, *King County*  
Dick Dickinson, *Wireless Carriers*  
Stephanie Fritts, *Rural Counties - West*  
Jon Kaino, *Washington State Association of Counties - West*  
Marty Knorr, *Washington State Patrol (WSP)*  
Chris Mace, *Washington Association of Sheriffs and Police Chiefs*  
Lynn Mell, *Wireless Carrier - T-Mobile USA*  
Lorlee Mizell, *Urban Counties - East*  
Jim Potts, *Fire Protection Policy Board*  
Markus Volke, *Qwest*

**Alternate Members Present:**

JoAnn Boggs, *Washington State Emergency Management Association (WSEMA)*  
Diane Carlson, *Verizon*  
Steve Reinke, *Rural Counties - East*  
Tom Shaughnessy, *National Emergency Number Association (NENA)*

**Guests Present:**

Steve West (*Pend Oreille*), Keith Flewelling (*Clark*), John Didion (*Pacific*), Darlene Mainwaring (*Kittitas*), and Whitney Howard (*Jefferson*).

**County Coordinators Present:**

Kellie Ottmar (*Adams*), Eileen Ervin (*Chelan*), Naomi Riggins (*Clallam*), Roger Trump (*Columbia*), Cindy Barnd (*Cowlitz*), Dennis English (*Douglas*), Rose Parr (*Ferry*), Virginia Boyd (*Garfield*), Peggy Fouts (*Grays Harbor*), **Tom Shaughnessy** (*Island*), Tracy Stringer (*Jefferson*), **Marlys Davis** (*King*), **Steve Reinke** (*Kittitas*), Shirley Chapple (*Klickitat*), Kate Rico (*Lewis*), Dee Ann Edwards (*Lincoln*), **Mike Akin** (*Mason*), Kim Scott (*Okanogan*), **Stephanie Fritts** (*Pacific*), **JoAnn Boggs** (*Pend Oreille*), Jim Ricks (*San Juan*), Deb Welsh (*Skagit*), Debby McCanna (*Stevens*), Dan Bardsley (*Wahkiakum*), **Dan Aycock** (*Walla Walla*), and Wayne Wantland (*Yakima*).

**State Office Staff Present:**

Bob Oenning, Kurt Hardin, Catherine Bartholomew, Dave Irwin, William Boyd, and Teresa Lewis.

**ACTION ITEMS from April 15, 2004 Meeting**

- ♦ ***Dan Aycock motioned to approve the minutes from the March 18, 2004 meeting as written. Mike Akin seconded the motion. The motion carried.***
- ♦ ***Steve Reinke motioned to adopt the proposed language for the definition of the At Large member with the suggested changes. Jim Potts seconded the motion. The motion carried.***
- ♦ ***Dan Aycock motioned to accept the proposed language change from Chairperson to Chair in the Advisory Committee By-Laws. Steve Reinke seconded the motion. The motion carried.***
- ♦ ***The State Office will send out the revisions to the by-laws within the 25-day publication period.***  
Completed – Emailed out on April 20, 2004 by the State Office [ENCL 7]
- ♦ ***Steve Reinke motioned to have the State Office investigate what the cost would be to support counties to pay for up to two 10-digit emergency lines for each primary PSAP and to come back to the May meeting with a recommendation as to whether they want PSAPs that elect to go that direction can be reimbursed. Tom Shaughnessy seconded the motion. The motion carried.***
- ♦ ***The State Office to research the cost of an additional two lines for the 10-digit emergency number for each primary PSAP.***  
Completed – Emailed out on May 12, 2004 [ENCL 11]
- ♦ ***The State Office to change the color on the Phase II color chart for Verizon (not signing agreements) and add the definition of Q (Qwest), V (Verizon), S (Sprint), and Phase II ALI data stream at the bottom of the chart.***  
Completed – information added to bottom of chart - additional color determined as not necessary to fulfill chart function.
- ♦ ***The State Office will resend out to the counties the Phase II request letter and checklist.***  
Completed – Emailed out on May 12, 2004
- ♦ ***The Advisory Committee requested the State Office draft a letter to be sent to NENA requesting them to no longer distribute the 10-digit emergency number and do have the carriers contact the PSAPs directly.***  
Completed – Emailed out on April 30, 2004 [ENCL 8]
- ♦ ***Request for Bob Oenning to send out the web address for the FCC Voice over Internet document and for comments.***  
Completed – Emailed out on April 19, 2004 [ENCL 9]
- ♦ ***Steve Reinke motioned to approve the funding of \$19,400 for the upgrade to the Bremerton WSP PSAP, conditional upon funding availability at the end of FY04, after counties receive the \$10,000 wireless funding that was removed for mapping administration, along with any other unmet needs the counties may have and before carrier cost recovery. Dave Cowardin seconded the motion. Jon Kaino called for the question. By a show of hands the motion failed.***
- ♦ ***Dave Cowardin motioned to contact the Adjutant General regarding adding an additional member to the Advisory Committee and this additional member would be a representative from the Committee on Homeland Security. Dan Aycock seconded the motion. The motion passed.***
- ♦ ***The State Office to write a letter to the Adjutant General asking for an additional seat on the E911 Advisory Committee by a member of the Committee on Homeland Security.***  
Completed – in progress – Sent memo to TAG via Director on 5/13/04.
- ♦ ***The State Office will send out a list of Committee on Homeland Security members and subcommittee members.***  
Completed – Emailed out on April 15, 2004 [ENCL 10]

## **Welcome and Introductions:**

Chris Fischer called the meeting to order at 9:35 a.m. Members and guests introduced themselves.

*Review and Approval of the Minutes (March 18, 2004):* **Dan Aycock motioned to approve the minutes from the March 18, 2004 meeting as written. Mike Akin seconded the motion. The motion carried.**

## **Old Business:**

The Advisory Committee requested that the State Office draft a proposed definition for the *At Large* Advisory Committee member **[ENCL 1]**. There was a request to change the language in paragraph four to read 'At-Large position(s) shall be affirmed at the request of the Chair annually via a letter to the Adjutant General.' **Steve Reinke motioned to adopt the proposed language for the definition of the At Large member with the suggested changes. Jim Potts seconded the motion. The motion carried.**

The proposed changes for the E911 Advisory Committee By-Laws were discussed regarding Chair verses Chairperson. **Dan Aycock motioned to accept the proposed language change from Chairperson to Chair in the Advisory Committee By-Laws. Steve Reinke seconded the motion. The motion carried.** The State Office will send out the revisions to the by-laws within the 25-day publication period.

## **SUBCOMMITTEE REPORTS:**

### **Wireless – Marlys Davis:**

*Phase I and Phase II Service Agreements* – Marlys stated there have been some county prosecutors that are concerned about the carrier cost recovery language in the state agreements. Their main concern is that if a county has a contract with the State and the State does not have the funding for carrier cost recovery that ultimately the carrier can come back and collect from the county. Marlys reported the State Office has drafted some proposed alternate language for those counties with this concern. Kurt Hardin stated this proposed language would be published with the wireless workgroup minutes so all the counties may have a copy of this proposed language (Kurt stated this is just in draft form and has not been approved by the State Attorney General at this time).

Marlys reported T-Mobile would not be seeking carrier cost recovery as of March 1, 2004. T-Mobile has proposed new carrier cost recovery language for their service agreements. Marlys will be working with T-Mobile to finalize the language. Once this is done, she will be sending out the new service agreements. Marlys stated if a county has already signed a service agreement with T-Mobile then they should do an amendment as soon as possible.

*Carrier Cost Recovery* – Kurt Hardin reported the State Office met with two attorneys from the AAG's office on carrier cost recovery. The main issue discussed was carrier cost recovery and the priority process. The attorneys discussed the definition of 'Good Faith Effort'. In the WAC 118.66 – there is a provision that states the county and the carrier need to have a 'good faith effort' on getting service agreements signed, for counties and wireless carriers to receive funding from the State. This contract process is still with the AAG's office. The State Office is expecting to have it back and out to the carriers by the end of April, so they carriers can look at it. One issue the attorneys were insistent on is there needs to be documentation from the carriers on what their costs are going to be, what the cost are by county, and this all has to be in place by June 30, 2004.

Marlys stated the wireless workgroup is going to doing a new cost study on what it will cost to do 911 with wireless calls. She asked all the counties for full cooperation with this study and to provide accurate information so the workgroup can have a clear picture of how much it will cost to do wireless.

Marlys Davis presented the Phase I **[ENCL 2]** and Phase II **[ENCL 3]** county status color charts. Information updates should be sent to Lorri Hergert at [L.Hergert@emd.wa.gov](mailto:L.Hergert@emd.wa.gov). Information can be

accessed on the website located at <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>. There was a request for the State Office to change the color on the Phase II color chart for Verizon (not signing agreements) and add the definition of Q (Qwest), V (Verizon), S (Sprint), and Phase II ALI data stream, at the bottom of the chart. Kurt Hardin stated at the wireless workgroup meeting he told the carriers they should be receiving a number of requests for Phase II before June 30, 2004. Kurt reported by the end of this calendar year most of the counties in Washington State should have Phase II up and running. There was a request from the counties to resend the Phase II request letter and checklist.

*Default Routing by MSC* – Marlys reported that the Washington State Patrol (WSP) (in Bellevue) training has been completed and is ready with MSC level default routing. Cingular, Verizon, Nextel, and AT&T Wireless have changed their programming, so default calls will now go to WSP (Bellevue). Sprint is stating that they do not have an MSC level default. Marlys is still waiting to hear from the T-Mobile and Qwest Wireless when they will be completed. Marlys reported for those carriers that do not offer statewide service in all counties, she has applied the 2003 Wireless Call Volumes for those counties, and the county with the highest call volume will be the default for that carrier. For Cricket and Air Peak, since they only offer service in Spokane, logically Spokane is the default. For US Cellular, Yakima County will serve as the default. For Rural and Inland cellular, Grant County will serve as the default. Marlys stated she will be meeting with those counties and making sure they receive the necessary training to handle the default calls. The carriers were asked to verify their programming where defaulting is based on the PSAP trunk group, to make sure that the PSAPs listed are correct. Marlys reported the carriers use the 10-digit emergency numbers for defaulting. In the past the counties have asked this number not be given out and this may be an issue. Marlys asked if the counties have a problem with giving out the 10-digit emergency number for PSAPs? A suggestion was made for the carriers to use the 10-digit trunk ID number. Marlys stressed if you start giving out the 10-digit trunk ID numbers; there may be a 911-network security issue in the near future due to VoIP and other such entities. **Steve Reinke motioned to have the State Office investigate what the cost would be to support counties to pay for up to two 10-digit emergency lines for each primary PSAP and to come back to the May meeting with a recommendation as to whether they want PSAPs that elect to go that direction can be reimbursed. Tom Shaughnessy seconded the motion.** Discussion ensued regarding the motion. **The motion carried.**

*Class of Service for Wireless* - Marlys stated prior to Phase I & II, the wireless class of service that was commonly used was CELL. MOBL was also used. For carriers that are Phase I implemented, the state standard class of service for Phase I calls are WRLS. For Phase II capable carriers, the standard class of service for Phase I calls is WPH1, and for Phase II calls the standard is WPH2. Marlys stated that many requests have been made to Intrado and the carriers to discontinue using CELL or MOBL and to only use WRLS for Phase I capable carriers. Jerry Foree is working with Intrado to try to rectify this problem.

Marlys asked the question, if a county has a Washington State Patrol (WSP) PSAP within their county, when the county orders Phase I & Phase II, is WSP included in that request? The answer was no it is not, with the exception of King and Snohomish County. That means there are 5 WSP PSAPs that are not covered by the requests (Pierce County unknown status). Lynn Mell from T-Mobile stated they do include the WSP PSAPs. Marlys stated she was also concerned whether or not the WSP PSAPs have the proper equipment to accept Phase II.

Prepaid wireless is becoming more popular. More people like the idea having a cell phone without a wireless carrier contract. The prepaid wireless tax is collected at the time the phone is purchased and each time the owner purchases more minutes as part of the cost. The FCC requires all phones (including prepaid) to meet the Phase I & II standards. The State Office has talked to the Department of Revenue (DOR) and verified the carriers are remitting the 9-1-1 tax on prepaid wireless at the point of sale and every time minutes are recharged. They also verified that DOR is not even looking at the

county tax on prepaid wireless. The question is whether or not the carrier is submitting the tax to the county. Marlys stated the King County Prosecuting Attorney is requesting a written explanation from DOR on how the existing RCW includes prepaid wireless. The RCW states that the 9-1-1 tax is submitted on a monthly basis and that is not how the prepaid wireless is being submitted, so the attorney is not sure how the RCW can cover prepaid wireless 9-1-1 tax. Kurt Hardin stated that as soon as the policy comes from DOR it would be sent out to the counties. Kurt also stated that the State Attorney Generals were very adamant that prepaid wireless was part of the 9-1-1 wireless tax within the RCW.

VoIP is growing within Washington State. There are now four companies offering VoIP that we know of in Washington. Three out of the four offer service for business use only routing through a PBX. The other company is offering residential service. At this point there is no 911 service with VoIP. The Wireless workgroup has decided to report on it until it takes off and then the workgroup thinks it should have its own subcommittee/workgroup. Marlys requested that the State Office write a letter to the National Emergency Number Association (NENA) requesting them to stop giving out any phone numbers for PSAPs in Washington State, but rather let the VoIP providers contact the counties directly. Marlys is currently working with Qwest to create a separate number for VoIP calls and she is looking at whether not they would add lines, but definitely creating a separate group for VoIP at the same priority as 9-1-1. She also stated for security reason King County will not be giving out the ten-digit trunk numbers, but it will be a separate 10-digit number with the same priority as 9-1-1. Marlys stated before King County gives out that 10-digit number, they would be requiring them to sign a service agreement. Due to not being able to regulate or tax VoIP, there will be all of the same service standards in the agreement as well as a fifty-cent service fee. The King County Prosecuting Attorney is working with the State Attorney General to make sure that this can actually happen.

### **Strategic Planning – Wayne Wantland:**

Wayne Wantland reported the subcommittee has produced a draft document with 10 goals and within each goal numerous tasks for the upcoming biennium. At the next meeting on May 13, 2004, (after the Wireless Workgroup meeting) there will be some prioritizing and task assignments for each goal. Wayne wanted to mention that the people on the subcommittee are a great positive group and very dedicated to the work they are doing.

### **Training – Chris Fischer:**

Chris stated the Training subcommittee was tasked with taking a look at reimbursable expenses as it relates to training. The subcommittee has completed a couple of surveys and received feedback from the county coordinators about what they are spending their training money on and what is important to them. The subcommittee is trying to draft a list of the priorities based on the survey results and comments received. At the May 10 meeting, the subcommittee will be finalizing the list to present at the May 20, Advisory Committee meeting for discussion. The Training subcommittee members are as follows: Chris Fischer, Carrie Brezonick (*CJTC*), Corey Ahrens (*CJTC*), Scott Jenkins (*Spokane*), Peggy Fouts (*Grays Harbor*), Mary Allen (*Grant*), and Kurt Hardin (*State E911*).

### **Equipment Maintenance - Tom Shaughnessy:**

Tom Shaughnessy reported there has been a great response from the counties regarding the equipment maintenance survey. The State Office has been tracking equipment maintenance with this year's contracts and that information has been very useful. The State Office will be compiling all the gathered data into a spreadsheet. Tom stated that in a scheduled conference call for later this month, the results will be discussed and a recommendation will be presented at the May 20, Advisory Committee meeting.

### **Public Education – Peggy Fouts:**

Peggy stated due to other subcommittee meetings going on currently the Public Education group has not been able to meet, but that one is scheduled for after the Advisory Committee meeting today.

Peggy discovered they would be starting over from square one with regards to new public education materials, due to copyrights.

## **STATE OFFICE REPORTS:**

### **Financial Status:**

Catherine presented the county color charts on where the counties are in regards to their contract spending. Catherine reported last month the State Office got behind in processing A-19s, which is reflected in the February amounts **[ENCL 4]**. Catherine stated the A-19s are current as of today, with the exception of a couple of payments that have some issues. The Wireline and Wireless Fund Biennium chart **[ENCL 5]** gives more detail of where the 9-1-1 funds are being spent. Kurt Hardin stated due to staffing issues that Catherine and he are the only ones processing payments currently.

### **Legislative Issues:**

*911 Legislation* – Bob Oenning noted that Senate Bill 1250 would be voted on soon. Once it does pass there will be appropriation needed.

*FCC* – Bob Oenning announced that Voice over Internet Protocol (VoIP) is a big issue. There is a push to have the entire 911 system move over to VoIP protocols. One of the biggest issues regarding this solution is security. Network Reliability and Interoperability Commission (NRIC) VII is looking at outage reporting. That report is due in September 2004.

### **NEW Business:**

Marty Knorr from WSP requested from the Advisory Committee some funding support for upgrading the ANI/ALI controllers at the Bremerton WSP PSAP. The upgrade will cost \$19,400. Marty stated that this PSAP supports Kitsap, Clallam, Pacific, Jefferson, and Lewis counties. This PSAP has equipment that is seven to eight years old and is the only PSAP in the state that can not receive 10-20 digit ANI/ALI, work with 30W or interface with the new CAD. WSP has put in a \$2 million CAD system, but cannot take full advantage of it without an upgrade. This upgrade is needed to be able to handle Phase II calls for that one PSAP. Discussion ensued regarding this request from WSP. **Steve Reinke motioned to approve the funding of \$19,400 for the upgrade to the Bremerton WSP PSAP, conditional upon funding availability at the end of FY04, after counties receive the \$10,000 wireless funding that was removed for mapping administration, along with any other unmet needs that the counties may have and before carrier cost recovery. Dave Cowardin seconded the motion.** Discussion ensued regarding the motion. **Jon Kaino called for the question. By a show of hands the motion failed.**

Chris Fischer reported there has been a request to invite the Committee on Homeland Security to have a voting seat on the E911 Advisory Committee. Discussion ensued regarding this issue. The basic atmosphere amongst the group is to create a working relationship with Homeland Security so that the needs of the 911 community are accurately represented. **Dave Cowardin motioned to contact the Adjutant General regarding adding an additional member to the Advisory Committee and this additional member would be a representative from the Committee on Homeland Security. Dan Aycock seconded the motion.** Discussion ensued regarding the motion. **The motion passed.**

Jim Quackenbush provided a report from the Committee on Homeland Security meeting on April 7, 2004 **[ENCL 6]**

It was announced that Glen Woodbury would be leaving the Emergency Management Division effective July 1, 2004.

***The next meeting will be held THURSDAY, MAY 20, 2004 at THE RADISSON SEATAC HOTEL.***